



CITY OF MILPITAS
invites applications for the position of:

Program Coordinator (Social Services)

SALARY: \$35.25 - \$46.40 Hourly
\$2,819.73 - \$3,711.60 Biweekly
\$6,109.42 - \$8,041.80 Monthly
\$73,312.98 - \$96,501.60 Annually

DEPARTMENT: Recreation and Community Services

DIVISION: Social Services

OPENING DATE: 07/17/20

CLOSING DATE: 08/07/20 11:59 PM

DEFINITION:

The Community

Located at the southern tip of the San Francisco Bay, Milpitas is a progressive community that is an integral part of the Silicon Valley. With a diverse resident population of 78,106 the City of Milpitas sees each of the approximate 432 full-time equivalent employees as committed to accomplishing the community's vision by providing fiscally sound, superior services.

Milpitas has been recognized as one of the top 10 Best Cities for Science, Technology, Engineering and Mathematics (STEM) Workers, approximately 28% of the jobs are in the STEM category. according to the US Census, Milpitas was the 8th fastest growing city in the United States, and the 2nd fastest growing in California. Milpitas also boasts the 3rd highest job growth among the 515 qualifying cities by Wallet Hub. Milpitas is home to an industrious and well-educated community with an average household income exceeding the County average. The homeownership rate is close to 65% and the housing market in Milpitas remains affordable relative to the majority of Santa Clara County.

Milpitas is at the heart of Silicon Valley and is often called the "Crossroads of Silicon Valley" with most of its 13.63 square miles of land situated between two major freeways (I-880 and I-680), State Route 237, and a County expressway. With existing light rail and BART extension opening in 2019, the transit hub adjacent to the Great Mall facilitated high density transit-oriented development with over 2,100 units being built. There are approximately 1,790 acres, or 2.9 square miles designated for various industrial uses.

An additional 350 acres are dedicated to regional and community retail centers supporting 3.5 million square feet of commercial shops. The Great Mall of the Bay Area is the largest enclosed mall in Northern California, with approximately 1.1 million square feet of leasable space for retail and entertainment operations. Several local shopping centers service regional needs including Asian-oriented retail and services. The City provides a multitude of outstanding recreational opportunities, including aquatics, cultural arts and theater, sports leagues and activities, youth and senior programming and activities.

The City Government

Incorporated in 1954, the City of Milpitas is a bustling general-law city supervised by a council-manager form of government. Milpitas is a full-service city which includes Police, Fire, and a water utility and sewer utility. The Council makes planning and policy decisions for residents and oversees the City's \$253.2 million budget. Issues currently challenging the City include development, quality of life, and traffic. We encourage you to check us out at: <http://www.ci.milpitas.ca.gov/>

The Opportunity

Under the leadership of the Community Engagement and Inclusion Administrator, this position is responsible for the professional duties consisting of, but not limited to, planning, developing, coordinating and implementing a wide variety of social services programs, including the Milpitas Assistance Program, which provides City services at a discount to income-qualified households, and the Milpitas HOPE Suicide Prevention Task Force. This position has direct contact with the public and is regularly scheduled to work some evening and weekend hours in order to provide services to people who may not be available for meetings during regular business hours. Bilingual applicants – especially those fluent in Chinese, Spanish or Vietnamese -- are strongly encouraged to apply.

EXAMPLES OF DUTIES:

What You'll Do

Social Services

- Recruits, trains and supervises social services interns
- Conducts in-take evaluations for new clients, including, but not limited to: seniors, teens, LGBTQ+, low-income, disabled or unhoused persons
- Connects and helps enroll those in need with appropriate resources, makes referrals, assists with applications
- Conducts follow-up appointments as required to confirm that clients are receiving the needed assistance
- Maintains relationships with other agencies providing services to Milpitas residents, including Santa Clara County, Milpitas Unified School District, health organizations, nonprofit agencies and faith-based and service organizations and other City departments
- Coordinates with appropriate agencies to provide presentations and programs on social services topics for the general public and targeted audiences
- Maintain Social Services Resource Area(s), online resource list and Milpitas' listings on other agencies' databases
- Collaborates to promote social services programs
- Prepares and monitors program budget

Milpitas Assistance Program (MAP)

- Reviews, evaluates and processes applications
- Provides direct customer service to clients
- Maintains confidential client records
- Tracks award and use of funds
- Coordinates with other City Departments providing MAP discounts
- Evaluates program and produces reports on its use
- Collaborates to promote the program
- Collaborates to solicit grants and donations for the program
- Suicide Prevention Task Force – Helping Others Process Emotions (HOPE)
- Staffs Milpitas HOPE
- Coordinates with Santa Clara County Behavioral Health to ensure services provided by the City are in support of County efforts
- Coordinates trainings, presentations and programs related to suicide prevention
- Collaborates to promote public awareness

TYPICAL QUALIFICATIONS:

Experience and Education

Education: A Bachelor's degree from an accredited college or university with major coursework in recreation, public administration, physical education, or a closely related field, OR; AND

Experience: Two years of responsible experience in the area of public recreation including significant programming experience and part-time staff supervision responsibilities.

Substitutions: Additional years of increasingly responsible, directly related work experience may be substituted for education on a year-for-year basis

License and Certificates

Possession of or ability to obtain and maintain an appropriate, valid California Driver's License.
Possession of or ability to obtain and maintain is required within 90 days of appointment:

- First Aid / CPR / AED

Special Requirements

Essential duties require the following physical abilities and work environment:

General office environment and to attend meetings at various sites within and away from the City, and have the availability to work off-hour shifts or events as required; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 40 pounds; mobility to lead groups in activities; ability to work outdoors in a variety of weather and temperature conditions; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.

Must be available to work some evening and weekend hours each week in order to provide services to the public.

SUPPLEMENTAL INFORMATION:**Selection Process**

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview. Meeting the minimum requirements listed in this job description does not guarantee advancement in subsequent phases of the selection process.

To Apply

Submit application, supplemental questions (if applicable), resume, copies of required certificates (if applicable) online at www.neogov. or to the Human Resources Department, City of Milpitas, 455 E. Calaveras Blvd, Milpitas, CA 95035, (408) 586-3090.

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Classification and Compensation) or from Human Resources.

The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process. Candidates will receive all communications by email regarding the recruitment process, which includes, but is not limited to, application status, testing dates, and interview scheduling. If you require alternate communications, please contact Human Resources at (408) 586-3090.

This recruitment is open until a sufficient number of applications have been received for interviewing purposes and is subject to close at any time without prior notice. Candidates are therefore encouraged to promptly submit their application and supplemental questionnaire responses.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the Professional and Technical bargaining group. Benefits Information is available online at:

<http://www.ci.milpitas.ca.gov/milpitas/departments/about-human-resources-2/benefits/>

http://www.ci.milpitas.ca.gov/pdfs/hr_mou_protech.pdf

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.

Milpitas, CA 95035
408-586-3090

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